

ANNUAL REPORT

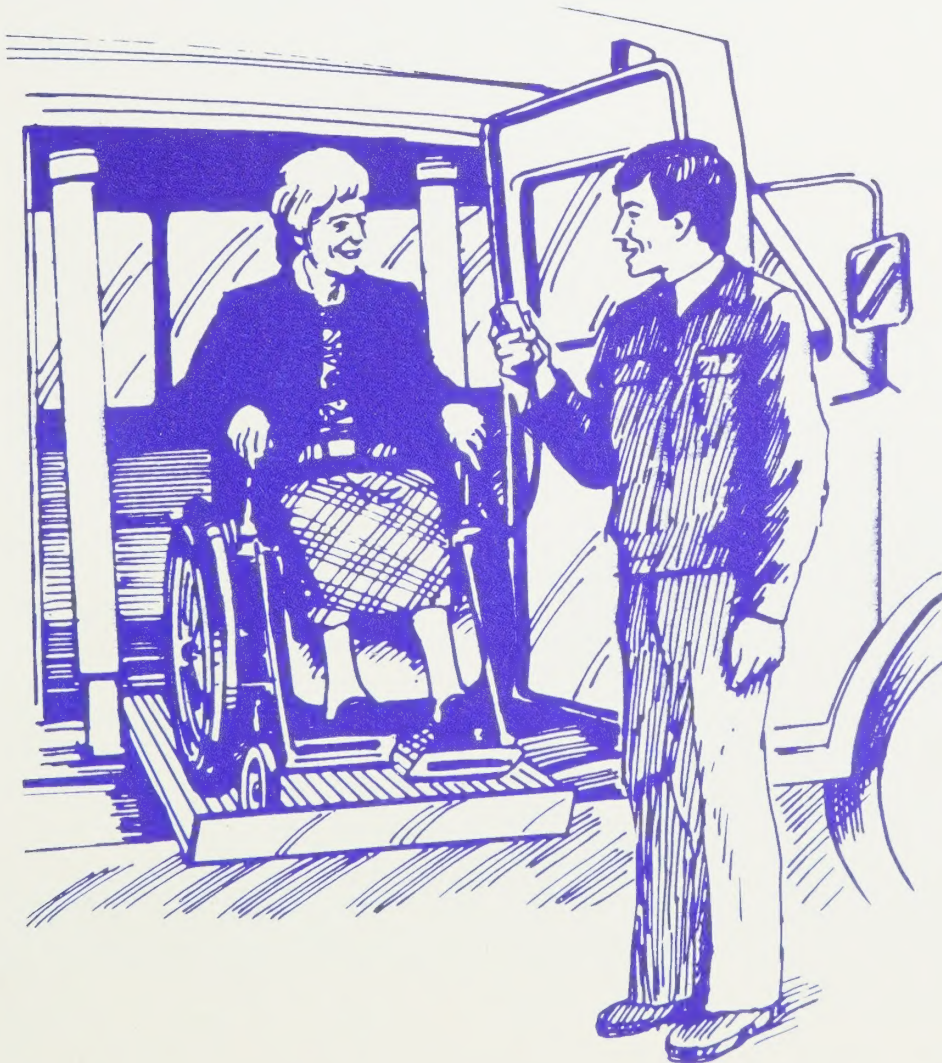
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Last issue
of public
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Disabled and Aged Regional Transit System

PRESIDENT'S REPORT

My involvement in D.A.R.T.S., particularly these past two years, has been with pride and deep satisfaction. I have enjoyed meeting with passengers and local and provincial politicians on some challenging issues. We have an excellent group of Board members who work diligently and with dedication in framing policy, not only for the present but also planning for the future.

As President of D.A.R.T.S., I am more aware of the complexities involved in making decisions concerning the real needs of the disabled. Each decision must give consideration to political and economic pressures since they affect the lives and well-being of our passengers. The service we provide must maintain its flexibility and cater to the problems of growth and demand.

Hamilton-Wentworth has an excellent paratransit system. We often receive accolades from the Ministry and other systems as we display leadership. D.A.R.T.S. is an essential service in the Community and will continue growing as a vibrant and dynamic organization with the support from passengers, Community agencies and government.

I was very pleased to meet with our passengers at the last Annual Meeting and share with them the mutual pride of having one of the finest systems in Canada. D.A.R.T.S. has demonstrated its leadership in researching vehicles, pioneering computerized scheduling and making the service available to the disabled and aged in a very large geographic area.

We will continue to provide a personalized passenger service. By opening lines of communication through our passenger meetings, we can share concerns and ideas to improve the service. Be assured that every decision is made with improved passenger service as the goal. I urge you to support D.A.R.T.S. with your suggestions and comments.

My term of office has been made interesting and fulfilling thanks to the efforts of our Board of Directors and Committee members. I thank them for their time and commitment and wish them all the best.

Norman Corfe, our past president, has chaired our Long Range Planning and Nominating Committees this past year. His advice and support is sincerely appreciated.

Ivan Cairns has served on our Finance, Service and Operations and Personnel Committees and we thank him for his years of service.

Ross Robinson has completed two terms and has been a source of inspiration to many as Chairman of our Community Relations and Complaints Committees. We are delighted that Ross will stay on as a Committee member.

Marilyn Davis has served two terms as Director on our Community Relations and Service and Operations Committees. We appreciate her enthusiasm and dedication on all the projects she undertook.

Derek Watters has been an active Board member serving on our Finance and Service and Operations Committees. As an occasional passenger on D.A.R.T.S. Derek has provided us with excellent input in stating views from passengers.

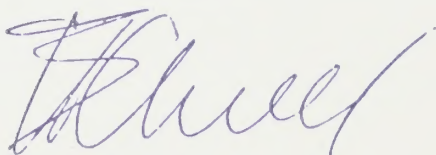
A special note of thanks to Dania Whitney for serving as a member on our Complaints committee.

I would like to welcome new Board members, Joe Broughton, Jim Higginson, Sue McClellan and Dr. Judy Trotter on our Board, as well as passengers Bernard Evenden, Cecily Robinson and Harold Parks as Committee members.

I want to thank Regional Chairman Reg Whynott, Councillor Bob Wade and members of the Transportation Services Committee for their advice and support.

The entire staff at D.A.R.T.S., Brian Pinto our Chief Executive Officer, our drivers and the administrative staff deserve our praise and congratulations. Keep up the good work.

Finally, in handing over the Presidency of this growing, vibrant agency, I look forward to new ideas and a continued dedication by our new President and Board to the principle that no segment of our community should be excluded from the benefits and responsibilities we have available. I am proud of the leadership our community is providing in this respect and I look forward with confidence to the day when our aged and disabled will feel secure in the fact that they share all facilities equally with all citizens.

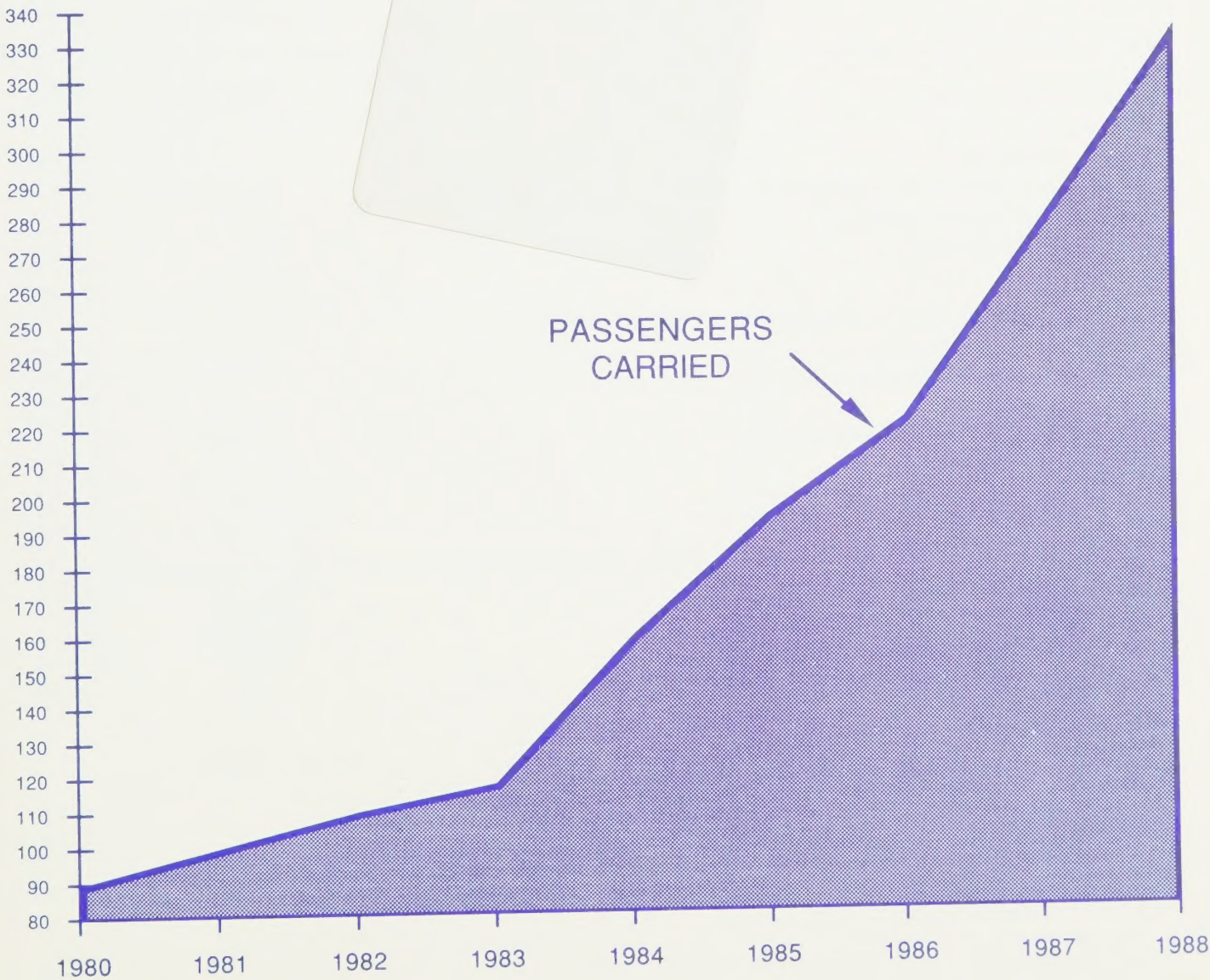


Harrison Arrell,
President

STATISTICAL SUMMARY

	1987	1988
Passenger trips booked	304,000	367,000
Cancellations & No-shows	26,000	32,000
Total passenger trips taken	278,000	335,000
Increase over previous year	24.7%	20.5%
Operating vehicles	25	29
Kilometers travelled (DARTS)	1,385,000	1,352,000
Average kilometers per trip (DARTS)	9.83	9.38
Average cost per trip (DARTS)	\$13.96	\$14.88
Average cost per trip (Livery)	\$5.92	\$6.76
Overall Average	\$9.99	\$10.26

PASSENGER TRIPS



Disabled and Aged Regional Transit System
COMBINED BALANCE SHEET
as at December 31, 1988

ASSETS	1988	1987
CURRENT		
Bank	\$ 104,308	—
Accounts receivable	62,899	117,840
Prepaid expenses	19,005	18,963
Due from Regional Municipality of Hamilton-Wentworth	20,485	—
	<u>206,697</u>	<u>136,803</u>
FIXED		
Purchased vehicles	1,138,215	950,089
Donated vehicles	65,242	65,242
Office and computer equipment	51,200	40,526
	<u>1,254,657</u>	<u>1,055,857</u>
Less accumulated depreciation	<u>(1,121,366)</u>	<u>(914,994)</u>
	<u>133,291</u>	<u>140,863</u>
	<u>\$ 339,988</u>	<u>\$ 277,666</u>

LIABILITIES	1988	1987
CURRENT		
Bank indebtedness	\$ —	\$ 58,434
Accounts payable and accrued liabilities	172,765	24,024
Due to Regional Municipality of Hamilton-Wentworth	—	8,860
	<u>172,765</u>	<u>91,318</u>
TRUST FUND, RESERVE AND EQUITY IN FIXED ASSETS		
Reserve for capital purposes	42,644	35,068
Margaret Maxwell Memorial Trust Fund	462	10,417
Equity in fixed assets	133,291	140,863
Excess of expenditure over revenue	<u>(9,174)</u>	<u>—</u>
	<u>167,223</u>	<u>186,348</u>
	<u>\$ 339,988</u>	<u>\$ 277,666</u>

**STATEMENT OF CHANGES IN
TRUST FUND AND RESERVE**

For the Year Ended December 31, 1988

	Margaret Maxwell Memorial Fund	Reserve for Capital Purposes
BALANCES - BEGINNING OF YEAR	\$ 10,419	\$ 35,068
REVENUES		
Donations	9,095	—
Provided from current operations - In lieu of depreciation	—	104,310
MTC subsidy on capital purchases	—	102,069
	<u>19,514</u>	<u>241,447</u>
EXPENDITURES		
Special charters	19,052	—
Capital purchases	—	198,803
BALANCES - END OF YEAR	<u>\$ 462</u>	<u>\$ 42,644</u>

Disabled and Aged Regional Transit System
STATEMENT OF OPERATIONS
For the Year Ended December 31, 1988

REVENUES	1988	1987
Passenger fares - agencies	\$ 261,064	\$ 256,654
- passengers	301,025	231,153
- charters	46,419	42,255
	608,508	530,062
Other	—	3,500
	608,508	533,562
EXPENDITURES		
Wages and salaries	1,366,007	1,247,814
Employee Benefits	237,875	192,931
Gas and oil	146,811	136,669
Repairs and maintenance	180,240	146,711
Office maintenance	22,955	25,990
Rent	14,733	12,600
Licences and permits	3,453	4,500
Insurance	75,178	72,049
Telephone	12,791	9,974
Printing and stationery	23,912	24,379
Postage	5,190	5,000
Miscellaneous	16,851	14,411
Purchase of services	1,289,709	815,997
Computer service, audit and legal fees	18,841	6,799
Office equipment	3,123	4,074
Communication radio	11,073	7,716
Travelling	1,135	1,516
Uniforms	5,770	4,595
	3,435,647	2,733,725
PROVISION FOR RESERVE FOR CAPITAL PURPOSES	104,310	96,237
	3,539,957	2,829,962
EXCESS OF EXPENDITURES OVER REVENUES	(2,931,449)	(2,296,400)
GRANTS		
Regional Municipality of Hamilton-Wentworth	963,485	775,090
Ministry of Transportation and Communications	1,958,790	1,521,310
EXCESS OF EXPENDITURES OVER REVENUES FOR THE YEAR	\$ 9,174	\$ —

APPROVED ON BEHALF OF THE BOARD

Harrison Arrell, President DIRECTORS
 Paul McLenachan, Treasurer

Disabled and Aged Regional Transit System
NOTES TO FINANCIAL STATEMENTS
For the Year Ended December 31, 1988

1. **SIGNIFICANT ACCOUNTING POLICIES**
 - (a) Revenue and Expenditures— The accrual method has been used to reflect revenues and expenditures.
 - (b) Fixed Assets— Purchased vehicles, office and computer equipment are recorded at historical cost. Subsidies received toward the purchase of these assets are credited to accumulated depreciation. Donated vehicles are stated at their estimated retail value at the date of acquisition.
 - (c) Depreciation and Reserve for Capital Purposes— A provision is charged to the revenues for the reserve for capital purposes. The provision is equivalent to a charge for depreciation calculated on the straight-line basis at the rate of 25% per annum of the historical cost of the assets. For those assets for which a subsidy has been received, the provision is calculated at the rate of 25% per annum of the historical cost less the related subsidy. For computer equipment, 100% depreciation is charged in the year of purchase.

AUDITOR'S REPORT

To the Board of Directors of
Disabled and Aged Regional
Transit System.

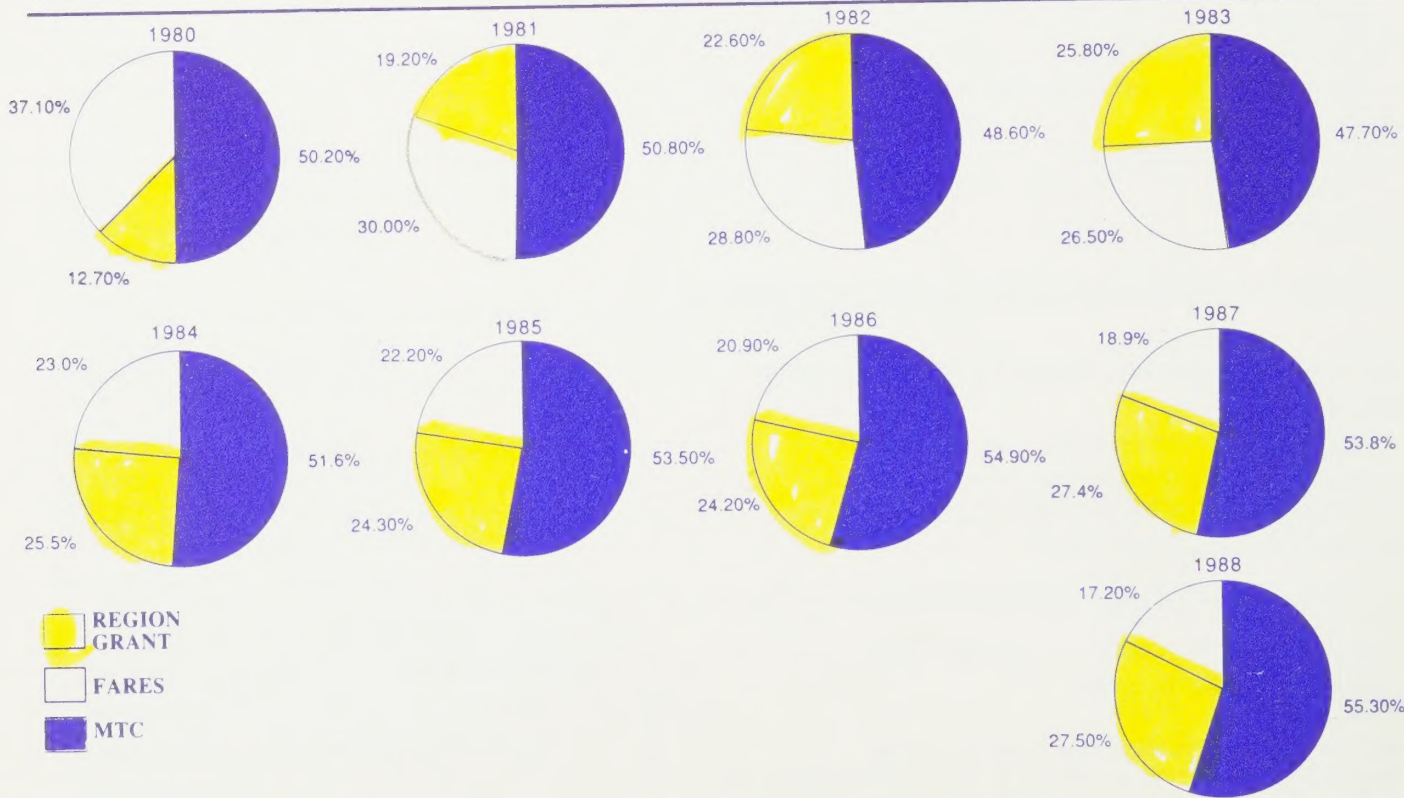
We have examined the combined balance sheet of the Disabled and Aged Regional Transit System as at December 31, 1988, and the statements of operations and changes in trust fund and reserve for the year then ended. Our examination was made in accordance with generally accepted auditing standards and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the organization as at December 31, 1988 and the results of its operations for the year then ended in accordance with accounting principals set out in the notes to the financial statements applied on a basis consistent with that of the preceding year.

Hamilton, Canada
February 27, 1989

CHARTERED ACCOUNTANTS.

SOURCES OF FUNDS %



ACKNOWLEDGEMENTS TO:

Coca-Cola Ltd.
Girl Guides of Canada
Hillcrest Restaurants
Pathfinder Beverages
Marilyn Davis
Jenc Transit Inc.
Boy Scouts of Canada
St. John's Ambulance

St. John's Ambulance
Mountain Mobile Maintenance Ltd
Jackie Washington
Turf & Surf Singers - Mike Byrne, Kevin Ryan
HEART the Clown - John Bolton
Rotary Club of Hamilton East-Wentworth
Bob Stirling, Stirling Print & Creative Services Inc.
Capital Bus Sales, Ottawa

And to all those who have donated generously.

EXECUTIVE DIRECTOR'S REPORT

This report gives me the opportunity to review the past year and share with you some of our plans for the coming year.

First of all I'd like to join with our passengers in thanking all staff - our D.A.R.T.S. drivers and office staff, and JENC drivers and staff for their dedication and support. They deserve a large share of the credit for the progress achieved this past year.

Some 2,400 additional elderly and disabled persons met the qualifications to bring total passenger registrations to almost 7,000. The number of trips show a similar increase - from 278,000 in 1987 to 335,000 last year - an increase of 20%. Our D.A.R.T.S. family is certainly growing!

We anticipate this growth trend will continue unabated for the next few years. This is in part due to the significant seniors population, many requiring D.A.R.T.S.' services, as well as the excellent medical facilities in our Region. Some 16% of our passengers are in the 77-82 age group, whilst an additional 24% are in the 82+ category.

In December we started extended hours on Friday and Saturdays from 11:00 p.m. to 1:00 a.m. and from 9:30 a.m. to 8:00 a.m. on Saturdays and Sundays in response to passenger requests which we hope to continue in 1989.

Despite all our efforts to make the service as perfect as possible, some slip-ups still occur. We hope no passenger ever feels reluctant to tell us about a problem. It can be difficult to solve them if we hear about them indirectly.

Of course we will continue to hold passenger meetings to give everyone the opportunity to fully express their ideas and concerns. They know best what's right and wrong about D.A.R.T.S. So we value their frank opinions.

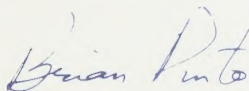
For your convenience, we have added one additional reservationist and will extend the hours for reservations from 4:30 p.m. to 9:00 p.m., Monday through Friday.

As we look back over the past year there are many people to thank. Our growth is in large measure a tribute to the continuing commitment of members of Regional Council especially Councillors Bob Wade, John Gallagher and Dominic Agostino. The approved budget will allow us to register an additional 2,000 new passengers and provide 400,000 trips in 1989.

Many caring people have freely given their time and talents as Directors. In particular I would like to express my sincere thanks to Harrison Arrell our President for the significant time he has spent, his advice and dedication to D.A.R.T.S.

A special thank you to Ivan Cairns, Alderman Geraldine Copps, Norman Corfe, Marilyn Davis, Ross Robinson, and Derek Watters for their years of service on our Board of Directors. Also to Kay Claremont, Marjorie Fletcher, and Johanna Dixon who faithfully volunteer their help in our office. We are grateful to the many Community Agencies who serve the elderly and disabled who have been very helpful.

Most of all, I would like to thank our passengers for the positive comments they so often express as well as for the suggestions that have helped D.A.R.T.S. continue to grow and improve the quality of life in our Community.



Brian Pinto,
Executive Director

A SAMPLING OF RECENT PASSENGER "THANK YOU'S"

- | | |
|--|---------------------|
| • Your telephone staff and drivers are wonderful. | M.L.B.. |
| • Thank you for taking time and being patient ... you all really help a lot. | D.K. |
| • I found each driver was friendly and helpful. | R.D. |
| • Thank you for always being so patient, understanding and helpful. | Rygiel Adult Centre |
| • Thank you for all your care and kindness in my travels. | I.M. |
| • Ever realize that D.A.R.T.S. rhymes with Hearts? Everyone is so heartily concerned. | Sr. M.C. |
| • The pleasant manner in which you deal with passengers has been a very heart warming experience for me. | C.M. |



SERVING YOU FOR 1988-89

D.A.R.T.S. BOARD OF DIRECTORS

**Harrison Arrell	- President
**Norman Corfe	- Past President
**Peter Hampson	- Vice President
**Paul McLenachan	- Treasurer
Dominic Agostino	Fred Irwin
Harry Buckle	Leo Laviolette
Ivan Cairns	Eric McGhie
Marilyn Davis	Ross Robinson
Ernest Feher	Ruth Selby
John Gallagher	Derek Watters
Larry Hall	
Brian Pinto - Executive Director/Secretary	

Standing Committees 1988-89

Finance

Paul McLenachan - Chairman
 Dominic Agostino
 Harry Buckle
 Ivan Cairns
 John Gallagher
 Larry Hall
 Peter Hampson
 Fred Irwin
 Eric McGhie
 Derek Watters

Community Relations

Ross Robinson - Chairman
 Geraldine Copps
 Marilyn Davis
 Ernest Feher
 Larry Hall
 Ruth Selby
 Derek Watters

Personnel

Peter Hampson - Chairman
 Ivan Cairns
 Fred Irwin
 Leo Laviolette

Nominating

Norman Corfe - Chairman
 Harrison Arrell
 Peter Hampson

* Committee Member

Complaints

Ross Robinson - Chairman
 Harrison Arrell
 Geraldine Copps
 Norman Corfe
 Leo Laviolette
 Ruth Selby
 * Dania Whitney

Service and Operations

Leo Laviolette - Chairman
 Harry Buckle
 Ivan Cairns
 Marilyn Davis
 Ernest Feher
 John Gallagher
 Fred Irwin
 Eric McGhie
 Ross Robinson
 Ruth Selby
 Derek Watters

Long Range Planning

Norman Corfe - Chairman
 Harrison Arrell
 John Gallagher
 Peter Hampson
 Leo Laviolette
 Paul McLenachan
 Ross Robinson
 * Carl Moore
 * Mike Schuster
 * Heinz Schwienbenz